



**BOARD OF DIRECTORS 2026**

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EXECUTIVE DIRECTOR

## **AGENDA**

### **Peninsula Corridor Joint Powers Board**

#### **Citizens Advisory Committee (CAC) Meeting**

April 15, 2026, 5:40 pm

Bacciocco Auditorium, 2nd Floor

1250 San Carlos Avenue, San Carlos, CA 94070

Members of the public may participate remotely via Zoom at

<https://us02web.zoom.us/j/89572582796?pwd=ZiRDd7ez7IfSGJQZqer0ldmPwqvgCa.1>

Webinar ID: **895 7258 2796**, passcode: **259523**, in the Zoom app for audio/visual capability or by calling 1-669-900-6833 (enter webinar ID and press # when prompted for participant ID) for audio only.

The video live stream will be available after the meeting at <https://www.caltrain.com/video-board-directors>.

Members of the public also may participate in person at: San Mateo County Transit District, 1250 San Carlos Avenue, Bacciocco Auditorium - Second Floor, San Carlos, CA, or any other noticed location.

**Public Comments:** Written public comments may be emailed to [cacsecretary@caltrain.com](mailto:cacsecretary@caltrain.com) or mailed to 1250 San Carlos Avenue, San Carlos, CA 94070, and will be compiled and posted weekly along with any CAC correspondence. Any written public comments received within two hours prior to the start of the meeting will be included in the weekly CAC correspondence reading file, posted online at: <https://www.caltrain.com/about-caltrain/meetings>.

Verbal public comments will also be accepted during the meeting in person and through Zoom\* or the teleconference number listed above. Public comments on individual agenda items are limited to one per person PER AGENDA ITEM. Participants using Zoom over the Internet should use the Raise Hand feature to request to speak. For participants calling in, dial \*67 if you do not want your telephone number to appear on the live broadcast. Callers may dial \*9 to use the Raise Hand feature for public comment. Each commenter will be recognized to speak, and callers should dial \*6 to unmute themselves when recognized to speak.

Note: All items appearing on the agenda are subject to action by the Committee.

**CAC MEMBERS:** **San Francisco City & County:** William Abbott, Rosalind Kutler, Rohit Sarathy  
**San Mateo County:** Davis Albohm, Madeeha Ayub, Adrian Brandt (Vice Chair)  
**Santa Clara County:** Patricia Leung (Chair), Kristopher Linquist, Mark Thurber

Each public comment is limited to three minutes. The Committee Chair has the discretion to manage the Public Comment process in a manner that achieves the purpose of public communication and assures the orderly conduct of the meeting.

**April 15, 2026 - Wednesday**

**5:40 pm**

Times noted are estimated. Discussion may begin before the times listed.

Items in bold are CAC member-requested presentations

1. Call to Order
2. Roll Call
3. Pledge of Allegiance / Safety Briefing
4. Approval of Meeting Minutes for March 18, 2026 (5:50 pm) Motion
5. Public Comment on Items Not on the Agenda (5:55 pm)  
Comments by each individual speaker shall be limited to three (3) minutes. Items raised that require a response will be deferred for staff to reply.
6. Report of the Chair (6:05 pm) Informational
7. Revisit Meeting Start Time (Committee) (6:15 pm) Informational
8. Bikes on Board Update (Dan Provence) (6:25 pm) Informational
9. Climate Vulnerability Study Findings (Bo Baney) (6:45 pm) Informational
10. Staff Report (Ted Burgwyn) (7:05 pm)
  - 10.a. Customer Experience Task Force Update Informational
  - 10.b. JPB CAC Work Plan Update Informational
11. Committee Member Comments (7:15 pm)  
Committee members may make brief statements regarding correspondence, CAC-related areas of concern, ideas for improvement, or other items that will benefit or impact Caltrain service or the CAC, or request future agenda topics.
12. Date / Time / Location of Next Regular Meeting: Wednesday, May 20, 2026 at 5:40 pm  
The meeting will be accessible via Zoom and in person at the San Mateo County Transit District, Public Hearing Room, 5th Floor, 166 North Rollins Road, Millbrae, CA 94030.
13. Adjourn

## Information for the Public

All items appearing on the agenda are subject to action by the Committee. If you have questions on the agenda, please contact the Committee Secretary at 650.508.6347. Agendas are available on the Caltrain website at <https://www.caltrain.com>. Communications to the Committee can be emailed to [cacsecretary@caltrain.com](mailto:cacsecretary@caltrain.com).

*Free translation is available; Para traducción llama al 1.800.660.4287; 如需翻译 请电1.800.660.4287*

### **Date and Time of Board and Committee Meetings**

JPB Board: First Thursday of the month, 9:00 am; JPB Finance Committee: Two Mondays before the Board Meeting, 2:30 pm; JPB Technology, Operations, Planning, and Safety (TOPS) Committee: Two Wednesdays before the Board meeting, 1:30 pm. JPB Advocacy and Major Projects (AMP) Committee: Two Wednesdays before the Board meeting, 3:30 pm. JPB Citizens Advisory Committee (CAC): Third Wednesday of the month, 5:40 pm. The date, time, and location of meetings may be changed as necessary. Meeting schedules for the Board and Committees are available on the website.

### **Location of Meeting**

Members of the Public may attend this meeting in person or remotely via Zoom. Should Zoom not be operational, please check online at <https://www.caltrain.com/about-caltrain/meetings> for any updates or further instruction.

### **Public Comment\***

Members of the public are encouraged to participate remotely or in person. Public comments may be submitted by comment card in person and given to the Committee Secretary. Written public comments may be emailed to [cacsecretary@caltrain.com](mailto:cacsecretary@caltrain.com) or mailed to 1250 San Carlos Avenue, San Carlos, CA 94070, and will be compiled and posted weekly along with any CAC correspondence. Any written public comments received within two hours prior to the start of the meeting will be included in the weekly CAC correspondence reading file, posted online at: <https://www.caltrain.com/about-caltrain/meetings>.

Oral public comments will also be accepted during the meeting in person or through Zoom or the teleconference number listed above. Public comments on individual agenda items are limited to one per person PER AGENDA ITEM. Each commenter will be automatically notified when they are unmuted to speak for three minutes or less. The Committee Chair shall have the discretion to manage the Public Comment process in a manner that achieves the purpose of public communication and assures the orderly conduct of the meeting.

### **Accessible Public Meetings/Translation**

Upon request, the JPB will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in and provide comments at/related to public meetings. Please submit a request, including your name, phone number and/or email address, and a description of the modification, accommodation, auxiliary aid, service or alternative format requested at least 72 hours in advance of the meeting or hearing. Please direct requests for disability-related modification and/or interpreter services to the Title VI Administrator at San Mateo County Transit District, 1250 San Carlos Avenue, San Carlos, CA 94070-2420; or email [titlevi@samtrans.com](mailto:titlevi@samtrans.com); or request by phone at 650.622.7864 or TTY 650.508.6448.

### **Availability of Public Records**

All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that is distributed to a majority of the legislative body, will be available for public inspection at 1250 San Carlos Avenue, San Carlos, CA 94070-2420, at the same time that the public records are distributed or made available to the legislative body.

**Peninsula Corridor Joint Powers Board  
Citizens Advisory Committee**

**1250 San Carlos Avenue, San Carlos, CA 94070**

**DRAFT Minutes of March 18, 2026**

**Members Present:** William Abbott, Madeeha Ayub (arrived at 5:41 pm), Rosalind Kutler, Kristopher Linqvist, Rohit Sarathy, Mark Thurber, Peter Wickman (Alternate, arrived at 6:09 pm), Adrian Brandt (Vice Chair), Patricia Leung (Chair)

**Members Absent:** Davis Albohm, Melody Pagee (Alternate)

**Staff Present:** T. Burgwyn, L. Ko, L. Lumina-Hsu, D. Susantin

**1. Call to Order**

Chair Patricia Leung called the meeting to order at 5:40 pm.

**2. Roll Call**

Lauryn Ko, CAC Secretary, called the roll and confirmed a Committee quorum was present.

*Member Ayub arrived at 5:41 pm.*

**3. Pledge of Allegiance / Safety Briefing**

Chair Leung led the Pledge of Allegiance and delivered the safety briefing.

**4. Approval of Meeting Minutes for Month Day, 2025**

Motion/Second: Brandt/Sarathy

Ayes: Abbott, Ayub, Kutler, Linqvist, Sarathy, Thurber, Brandt, Leung

Noes: None

Absent: Albohm, Pagee, Wickman

**5. Authorize Remote Meetings for the Citizens Advisory Committee under Senate Bill 707**

Loana Lumina-Hsu, Deputy JPB Secretary, provided the presentation that included Board of Directors authorized remote attendance for advisory committees for a six-month period

Staff provided further clarification in response to the Committee comments and questions on audio and video requirements, teleconference advanced notice, and renewal of Board-of Directors and CAC authorizations.

Motion/Second: Brandt/Thurber  
Ayes: Abbott, Ayub, Kutler, Linqvist, Sarathy, Thurber, Brandt, Leung  
Noes: None  
Absent: Albohm, Pagee, Wickman

Public Comment

Jeff Carter commented on participation flexibility and audio requirement concerns.

Roland commented on the lack of quorum and remote attendance.

**6. Public Comment for Items Not on the Agenda**

Doug DeLong, Mountain View, commented on Caltrain advertisement.

Jeff Carter commented on no quorum conditions, growing ridership, governance, and San Mateo County Transit District (SamTrans) rail efforts.

Roland commented on Senate Bill (SB) 707, Bay Area Rapid Transit (BART) passenger load capacity, and increasing train capacity.

**7. Report of the Chair**

Chair Leung commented on meeting structure and out-of-town predictability.

The Committee commented on group effectiveness and member comment concerns.

*Member Wickman arrived at 6:09 pm.*

Public Comment

Roland commented on limiting member comments.

**8. Public Hearing on the Annual Audit of Measure RR Tax Revenue and Expenditures for the Fiscal Year Ended June 30, 2025**

Motion to open public hearing/Second: Sarathy/Brandt  
Ayes: Abbott, Ayub, Kutler, Linqvist, Sarathy, Thurber, Wickman, Brandt, Leung  
Noes: None  
Absent: Albohm, Pagee

Danny Sustain, Interim Accounting Director, and Ryan Nielsen, Managing Partner, Brown Armstrong Accountancy, provided the presentation on an unmodified, clean audit with no difficulties or disagreements with staff.

Staff provided further clarification in response to the Committee comments and questions on report searchability; accounts receivable and accounts payable balance origination; the \$137 million reserve; and report indexing.

Public Comment

Roland commented on report language and searchability.

Jeff Carter commented on added sustained electrified service costs.

Motion to close public hearing/Second: Brandt/Kutler

Ayes: Abbott, Ayub, Kutler, Liguist, Sarathy, Thurber, Wickman, Brandt, Leung

Noes: None

Absent: Albohm, Pagee

**9. Staff Report (Ted Burgwyn)**

**9.a. Customer Experience Task Force Update**

**9.b. JPB CAC Work Plan Update**

Theodore Burgwyn, Interim Chief Operating Officer, provided the presentation that included the following:

- Transit Employee Appreciation Day
- 93.9 percent February on-time performance (OTP); incursion, mechanical, and Stadler warranty, and train strike delays
- Increased average weekday ridership and average weekend ridership; Super Bowl ridership; automatic passenger counter (APC) updates
- Clipper Next Generation updates and troubleshooting; bike policy update and pilot; staff item tracker; elevator maintenance; drafted work plan schedule

Staff provided further clarification in response to the Committee comments and questions on delineators, fleet status, early departure, Clipper monthly pass tapping, elevator vandalism and service, work order backlog, bike policy reinstatement, and onboard restrooms.

Public Comment

Jeff Carter commented on train warranty, onboard bathrooms, early departure, bike policy, spare train availability, and elevator vandalism.

Doug DeLong, Mountain View, commented on general code of operating rules, early departures, and onboard bathrooms occupancy indicators.

Roland commented on onboard bathrooms, traffic boxes, and APC bike counts.

Christina F commented on elevator reliability and subcontractor service.

**10. Committee Member Requests**

- March's SamTrans Board Meeting Caltrain governance presentation
- San Carlos Station tenancy
- Bike policy public feedback
- Clipper Next Generation readers and transfer discounts

Public Comment

Doug Delong, Mountain View, commented on flat wheel resolution, governance, and policy guidance.

Roland commented on governance and managing agency costs.

**11. Date/Time/Location of Next Regular Meeting: Wednesday, April 15, 2026 at 5:40 pm at via Zoom and in person at the San Mateo County Transit District, Bacciocco Auditorium, 2nd Floor, 1250 San Carlos Avenue, San Carlos, CA.**

**12. Adjourn** – The meeting adjourned at 7:11 pm.

DRAFT

**Peninsula Corridor Joint Powers  
Board Staff Report**

To: JPB Citizens Advisory Committee  
From: Ted Burgwyn, Acting Chief Operating Officer  
For: April 2026 JPB Citizens Advisory Committee Meeting  
Subject: Staff Report

**On-time Performance (OTP) –**

- **March:** The March 2026 OTP was 95.2% compared to 95.4% for March 2025.
  - **Vehicle on Tracks** – There were four days with a vehicle on the tracks. The vehicle on the 4<sup>th</sup> (Scott St., San Bruno @ 7:53 pm), caused 0 trains delayed. The vehicle on the 9<sup>th</sup> (SF Yard Tracks @ 9:48 pm), caused 1 train delayed. The vehicle on the 28<sup>th</sup> (Mountain View @ 3:15 am), caused 0 trains delayed. The vehicle on the 31<sup>st</sup> (Scott St., San Bruno @ 5:15 am), caused 2 trains delayed.
  - **Mechanical Delays** – In March 2026 there were 77 minutes of delay due to mechanical issues and 365 minutes of delay due to Stadler warranty issues.
  - **Trespasser Strikes** – There was one trespasser strike in March, resulting in a fatality. The strike on the 14<sup>th</sup> (Villa Terrace, San Mateo @ 10:18 am), caused 12 trains delayed & 1 train terminated.
  - **Vehicle Strikes** – There was one vehicle strike in March. The vehicle on the 19<sup>th</sup> (East Meadow Dr., Palo Alto @ 4:06 pm), caused 28 trains delayed, 1 train terminated & 1 train annulled
- **February:** The February 2026 OTP was 93.9% compared to 94% for February 2025.
  - **Vehicle on Tracks** – There were two days with a vehicle on the tracks. The vehicle on the 4<sup>th</sup> (East Meadow Dr., Palo Alto 5:15 pm), caused 11 trains delayed. The vehicle on the 15<sup>th</sup> (Mission Bay Dr., SF @ 9:35 pm), caused 3 trains delayed.

- **Trespasser Strikes** – There were two trespasser strikes in February, both resulting in fatalities. The strike on the 3<sup>rd</sup> (Churchill Ave., Palo Alto @ 10:18 am), caused 14 trains delayed, 1 train annulled & 1 train terminated. The strike on the 14<sup>th</sup> (Millbrae, @ 11:45 pm), caused 2 trains delayed.
- **Vehicle Strikes** – There were three vehicle strikes in February. The vehicle on the 10<sup>th</sup> (East Meadow Dr., Palo Alto @ 6:02 pm), caused 16 trains delayed, 1 train terminated & 4 trains annulled. The vehicle on the 17<sup>th</sup> (Sunnyvale Ave., Sunnyvale @ 6:42 pm), caused 15 trains delayed, 1 train terminated & 1 train annulled. The vehicle on the 28<sup>th</sup> (Linden Ave., SSF @ 8:41 pm), caused 10 trains delayed, 2 trains terminated, 2 trains annulled & 1 train partially annulled.

### Caltrain is for Lovers: Chance to Win a Romantic Evening Onboard

Caltrain riders had a chance to win a complimentary romantic evening on board for Valentine's Day. In addition to two Caltrain tickets, the sweepstakes offers a romantic dinner for two at MacArthur Park restaurant in Palo Alto as well as a pair of tickets to the stage production of The Notebook at the Orpheum Theater, courtesy of ATG San Francisco. Sweepstakes closed on Feb. 10.

### Caltrain Awarded by Associated General Contractors of California for Electrification Project

Caltrain's Electrification Project was awarded by the Associated General Contractors of California (AGC of California) during its Installation & Awards Gala in January. Caltrain received the Owner of the Year Award, while Caltrain contractor Balfour Beatty US received the award for a Heavy Civil Project with a budget over \$100 Million and the Excellence in Partnering Award.

The event recognized award-winning construction projects and industry leaders from across the state, highlighting excellence in safety, collaboration, and the delivery of critical infrastructure that strengthens California's communities.

### Caltrain kicked off the soccer season with the Earthquakes

Caltrain geared up to carry fans to the start of soccer season as the San Jose Earthquakes opened their campaign Saturday, Feb. 21, against Sporting Kansas City. Kickoff was set for 7:30 p.m., and Caltrain offered a convenient option for fans heading to the match via VTA service connection.

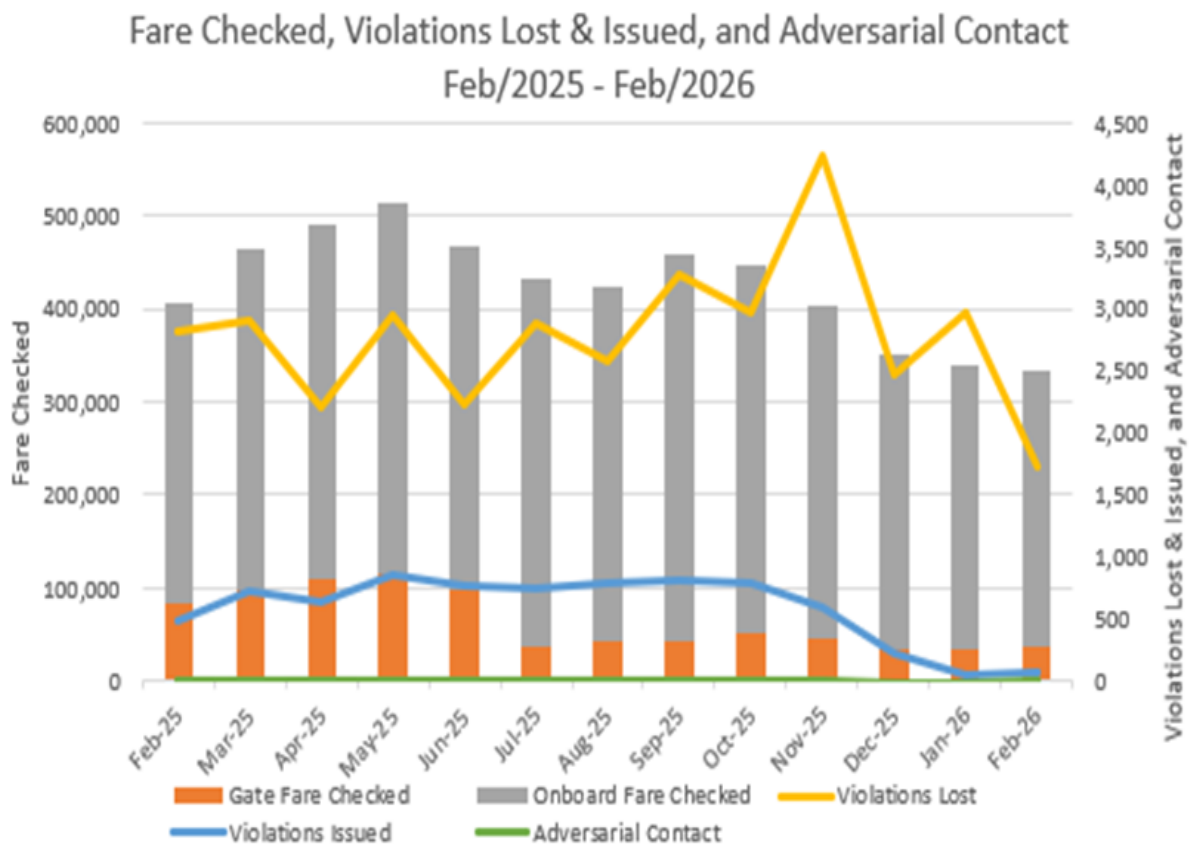
Caltrain kicks off the soccer season with the Earthquakes

The Diridon Station Steering Committee has hired William (Bill) Sirois as the director to lead the implementation of the Diridon Station Program.

The program will transform and modernize San Jose Diridon Station to enable future growth and mark its significance as a major regional transit hub in the statewide rail network, as well as support the transit-oriented expansion and growth of downtown San Jose. Sirois will serve a three-year term in the position, where he is charged with advancing the program through environmental review. Sirois will lead the program team, as well as set up a long-term governance entity that will ultimately deliver the program and obtain funding for the next phases of work.

Fare Enforcement Report – April 2026

In February 2026, Caltrain conductors performed a total of 296,944 fare inspections at the terminal and onboard the trains. During this period, 1,737 violations were lost because the rider didn't provide identification and 58 violations were issued. Six incidents were reported as adversarial contact.



## Capital Projects Update

Please refer to the most recent [Quarterly Capital Projects Report for Quarter 2 of FY2026](#) (October 2025-December 2025) using the hyperlink provided below.

Link: <https://www.caltrain.com/about-caltrain/statistics-reports/quarterly-capital-program-status-report>



# Caltrain Ridership Dashboard Introduction

## Ridership Background

Because Caltrain does not have fare gates or automated passenger counters (APC's), data on the exact number of riders it carries are unavailable. Instead, Caltrain estimates daily ridership based on the available ticket sales data.

Ridership estimates shown in this dashboard use a distinct methodology and are not related to the Caltrain Annual Passenger Count or National Transit Database ridership estimates.

For more information, please visit:  
<https://www.caltrain.com/about-caltrain/statistics-reports/ridership>

## Estimation Methodology

- *Prior to April 2020: Ridership was estimated with a model that used a combination of Annual Count and ticket sales data*
- *April 2020 - October 2023: Due to pandemic-induced changes in travel patterns, ridership estimates were calculated using a combination of Clipper tap data and limited conductor counts*
- *November 2023 - December 2024: Caltrain implemented a fare media sales-based ridership model, with a methodology that emphasizes simplicity and automation*
- *January 2025 and on: Based on results of the 2024 Origin & Destination Survey, the fare media model's estimated monthly pass ridership was increased from 26 to 37 trips/pass/month (weighted by days of week)*

## Additional Ridership Notes

- Ridership refers to the number of *boardings* throughout the system and does not include alightings
- Average Weekday Ridership, or AWR, refers to boardings that occur Monday-Friday, excluding holidays
- Ridership estimates for each month are available on the 10<sup>th</sup> of the following month
- Ridership estimates incorporate live data feeds and may be subject to change slightly after the 10<sup>th</sup>, as new fare media sales data becomes available.
- Ridership estimates for Origin Station, Ticket Type, Fare Type and Fare Media Channel are only available from November 2023, onward



## Caltrain Ridership Estimates Download

[Click Here to Download Ridership Estimate Data](#)

Click the button above to download Caltrain ridership estimate data in Excel or CSV (recommended) format. Monthly estimates for total ridership and average weekday ridership (AWR) are available from July 2017 to present. Starting November 2023, ridership estimates for Origin Station, Fare Distribution Channel, Ticket Type, Product Type, and Fare Type became available. Refer to the table below for file names and contents.

File Name	Description
1. Caltrain Monthly Ridership Estimates	Monthly estimates of total system-wide ridership (beginning July 2017).
2. Caltrain Monthly AWR Estimates	Monthly estimates of system-wide AWR (beginning July 2017).
3. Caltrain Monthly Ridership Estimates – Fare Media Detail	Monthly ridership estimates by fare distribution channel, ticket type, product type, and fare type (beginning November 2023). Includes brief descriptions of estimation methodologies.
4. Caltrain Monthly Ridership Estimates – Origin Station Detail	Monthly estimates for total ridership and average ridership for each Caltrain day type (Weekday, Saturday, Sunday, and Holiday) by origin station (beginning November 2023).
5. Caltrain Calendar	Caltrain day type assignments used to calculate averages.



## Ridership Executive Summary - Mar 2026

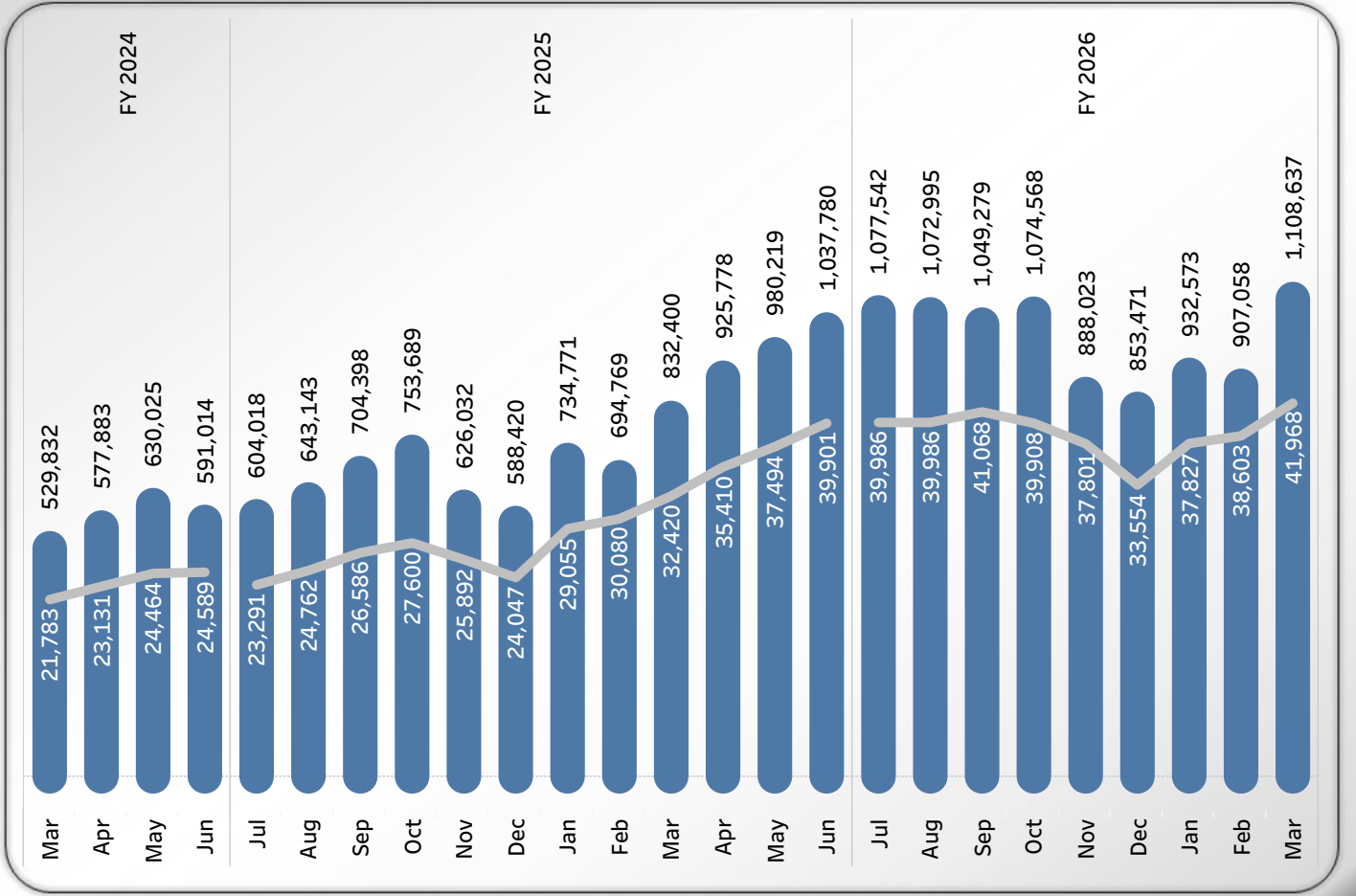
<u>Monthly Performance</u>	Current Year Mar 2026	Pre-Pandemic Mar 2019	Mar 2026 % of Pre-Pandemic	Last Year Mar 2025	Mar 2025 to Mar 2026 % Change
Total Monthly Ridership	1,108,637	1,487,889	74.5%	832,400	+ 33.2%
Average Weekday Ridership	41,968	65,057	64.5%	32,420	+ 29.5%
Average Saturday Ridership	26,287	14,338	183.3%	18,795	+ 39.9%
Average Sunday Ridership	16,038	10,001	160.4%	11,520	+ 39.2%

<u>Fiscal YTD Performance</u>	Current Year Mar 2026	Pre-Pandemic Mar 2019	Mar 2026 % of Pre-Pandemic	Last Year Mar 2025	Mar 2025 to Mar 2026 % Change
Total Monthly Ridership	8,964,145	12,751,274	70.3%	6,181,640	+ 45.0%
Average Weekday Ridership	39,027	60,865	64.1%	27,070	+ 44.2%
Average Saturday Ridership	23,077	17,181	134.3%	14,818	+ 55.7%
Average Sunday Ridership	16,776	11,579	144.9%	11,893	+ 41.1%



# Monthly Ridership and Average Weekday Ridership - Mar 2026



Legend | Total Monthly Ridership | AWR



## Monthly Ridership as % of Pre-Covid Ridership - Mar 2026

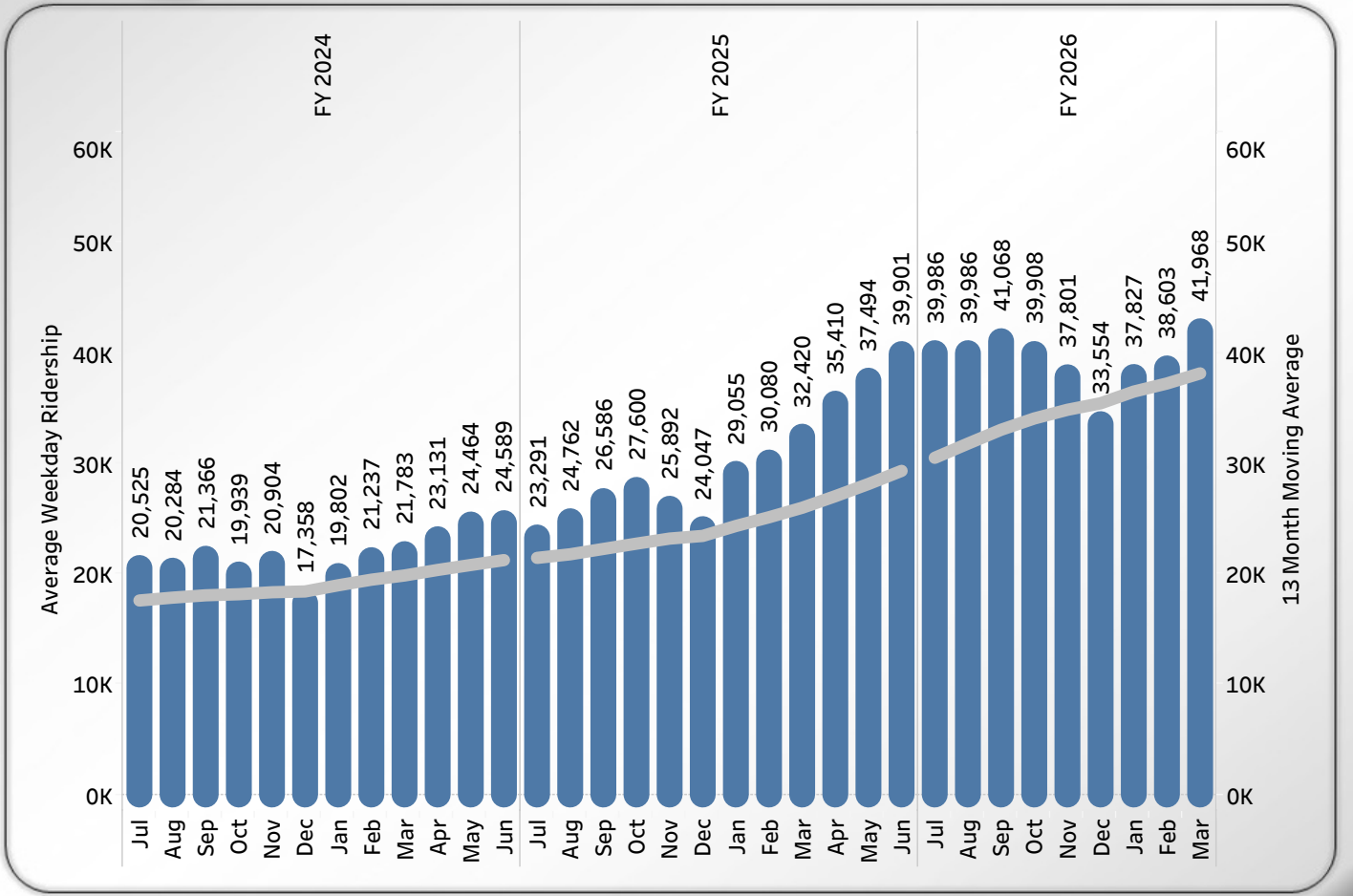


This chart estimates pandemic ridership recovery by comparing each month's total ridership to that of the same pre-pandemic month (March 2019-February 2020). Other methodologies may report different ridership recovery rates.

Legend | Total Monthly Ridership | % of Corresponding Pre-Pandemic Month



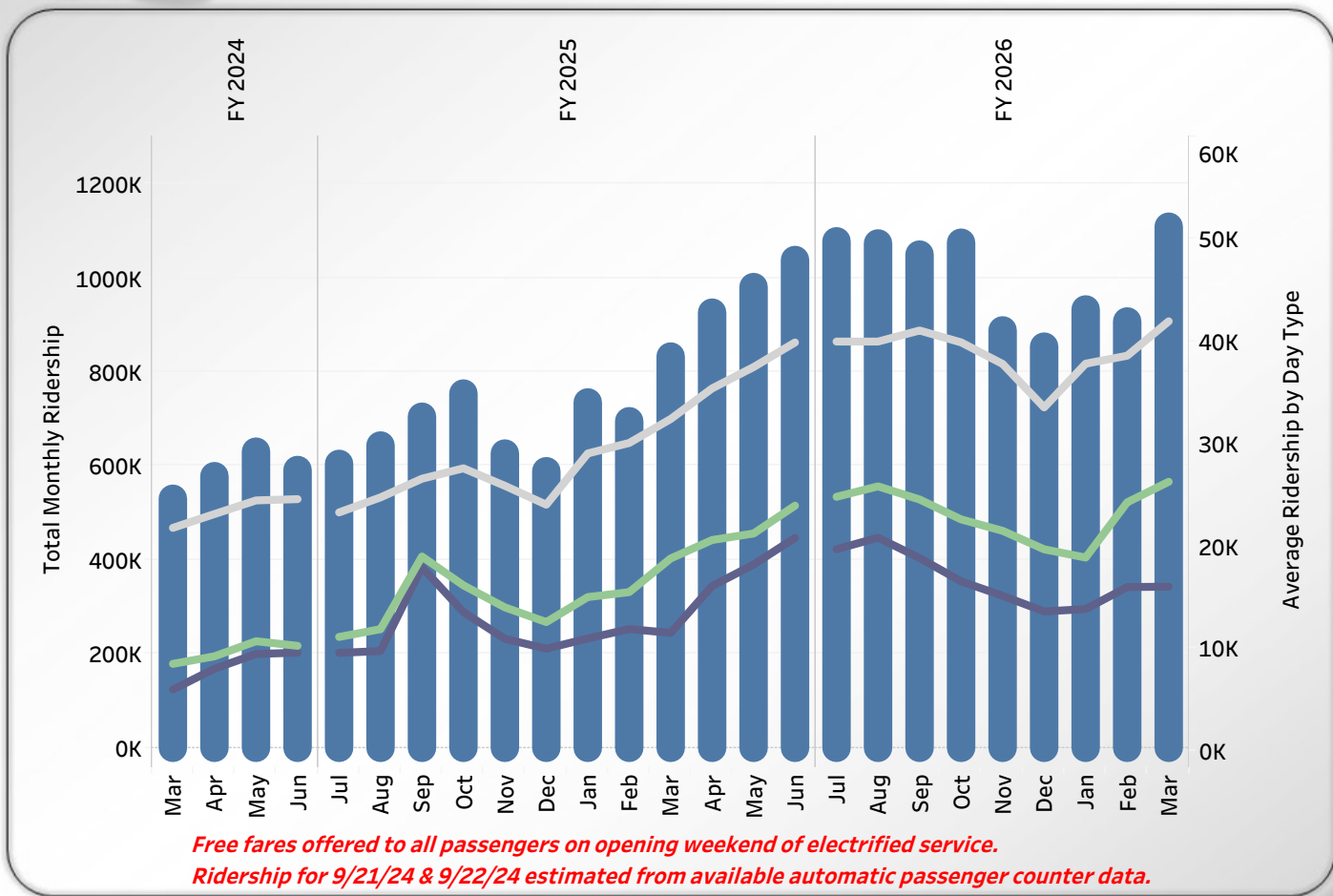
# Average Weekday Ridership & 13 Month Average - Mar 2026



Legend | AWR | 13 Month Moving AWR



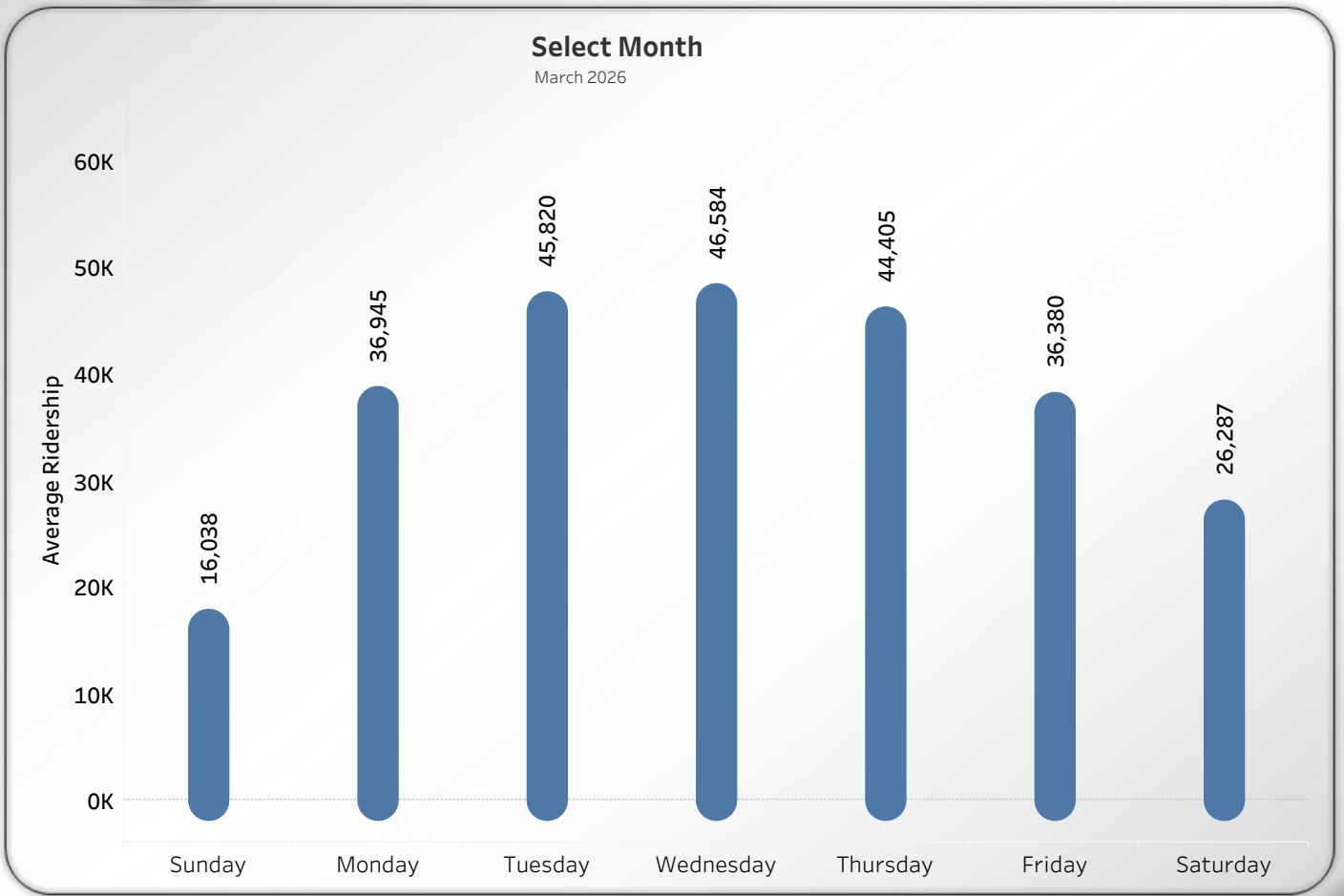
# Monthly Ridership & Average Ridership by Day Type - Mar 2026



Legend | Total Monthly Ridership | Weekday | Saturday | Sunday



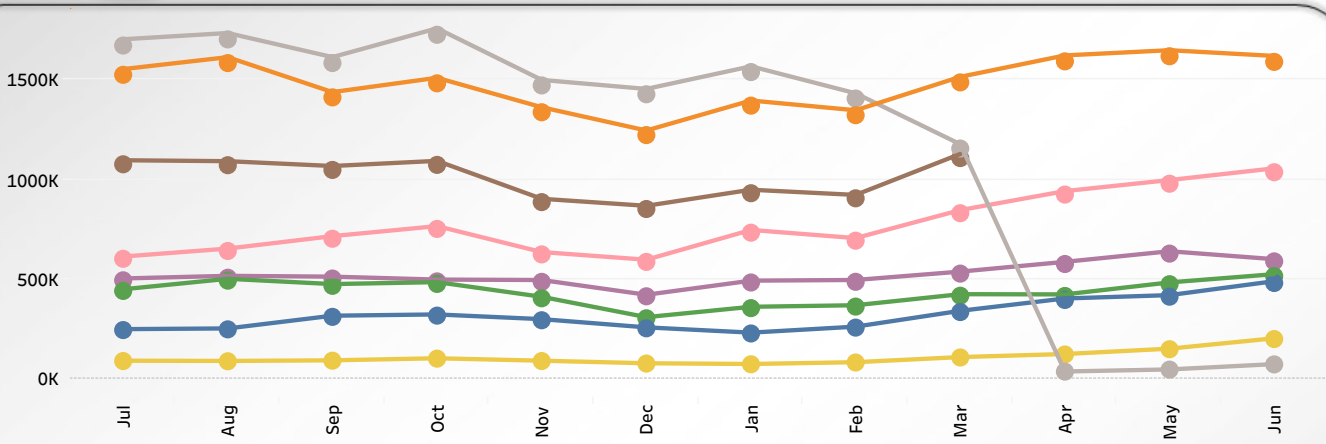
## Average Ridership by Day of Week\* - Mar 2026



*\*Excluding holidays*



## Monthly Ridership by Fiscal Year - Mar 2026

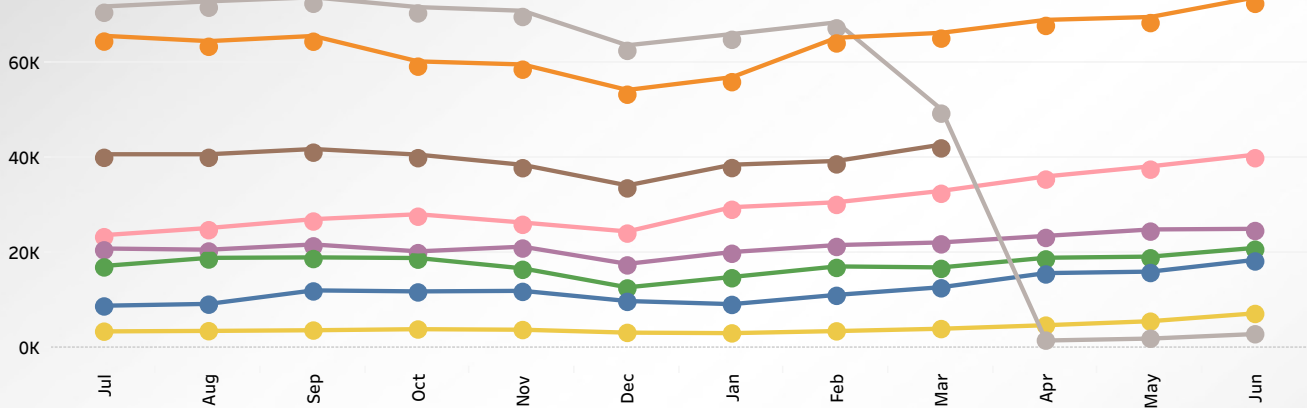


	<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>	<b>FY 2022</b>	<b>FY 2023</b>	<b>FY 2024</b>	<b>FY 2025</b>	<b>FY 2026</b>
<b>Jul</b>	1,525,881	1,672,672	91,703	246,902	442,962	496,180	604,018	1,077,542
<b>Aug</b>	1,584,588	1,703,334	90,538	250,434	494,475	509,090	643,143	1,072,995
<b>Sep</b>	1,412,756	1,584,833	93,486	313,026	468,564	505,078	704,398	1,049,279
<b>Oct</b>	1,483,159	1,726,436	103,686	319,258	478,084	490,706	753,689	1,074,568
<b>Nov</b>	1,338,337	1,472,693	91,699	296,065	406,101	488,503	626,032	888,023
<b>Dec</b>	1,223,838	1,428,363	79,078	255,679	305,928	416,046	588,420	853,471
<b>Jan</b>	1,371,400	1,539,666	75,485	229,746	356,827	485,298	734,771	932,573
<b>Feb</b>	1,323,427	1,406,951	84,365	259,190	364,508	488,746	694,769	907,058
<b>Mar</b>	1,487,889	1,156,388	109,519	337,078	418,830	529,832	832,400	1,108,637
<b>Apr</b>	1,593,266	38,584	124,522	397,753	417,783	577,883	925,778	
<b>May</b>	1,618,825	48,745	150,923	414,196	476,739	630,025	980,219	
<b>Jun</b>	1,590,653	74,908	201,872	482,691	517,256	591,014	1,037,780	

■ FY 2019  
 ■ FY 2020  
 ■ FY 2021  
 ■ FY 2022  
 ■ FY 2023  
 ■ FY 2024  
 ■ FY 2025  
 ■ FY 2026



## Average Weekday Ridership by Fiscal Year - Mar 2026



	<b>FY 2019</b>	<b>FY 2020</b>	<b>FY 2021</b>	<b>FY 2022</b>	<b>FY 2023</b>	<b>FY 2024</b>	<b>FY 2025</b>	<b>FY 2026</b>
<b>Jul</b>	64,435	70,493	3,419	8,721	16,931	20,525	23,291	39,986
<b>Aug</b>	63,340	71,557	3,517	9,096	18,598	20,284	24,762	39,986
<b>Sep</b>	64,405	72,387	3,654	11,881	18,696	21,366	26,586	41,068
<b>Oct</b>	59,159	70,360	3,873	11,673	18,565	19,939	27,600	39,908
<b>Nov</b>	58,523	69,607	3,760	11,787	16,429	20,904	25,892	37,801
<b>Dec</b>	53,258	62,480	3,162	9,687	12,513	17,358	24,047	33,554
<b>Jan</b>	55,897	64,806	3,058	9,044	14,655	19,802	29,055	37,827
<b>Feb</b>	64,041	67,218	3,484	10,956	16,829	21,237	30,080	38,603
<b>Mar</b>	65,057	49,276	3,965	12,539	16,628	21,783	32,420	41,968
<b>Apr</b>	67,728	1,536	4,693	15,451	18,621	23,131	35,410	
<b>May</b>	68,326	1,935	5,521	15,757	18,853	24,464	37,494	
<b>Jun</b>	72,370	2,871	7,143	18,187	20,663	24,589	39,901	

■ FY 2019  
 ■ FY 2020  
 ■ FY 2021  
 ■ FY 2022  
 ■ FY 2023  
 ■ FY 2024  
 ■ FY 2025  
 ■ FY 2026



# Ticket Type Trip Distribution

Interactive Dashboard - if viewing on PDF, visit the Caltrain ridership webpage for full capabilities:  
<https://www.caltrain.com/about-caltrain/statistics-reports/ridership>

## Select Month

March 2026

## Total Monthly Trips\*

March, 2026: 1,108,637

### TIP:

Click an item below to filter the dashboard.  
Press "esc" to clear filter.

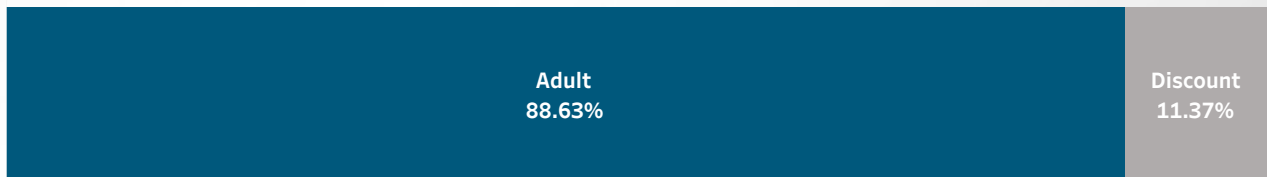
### Pass Type



### Fare Media Channel



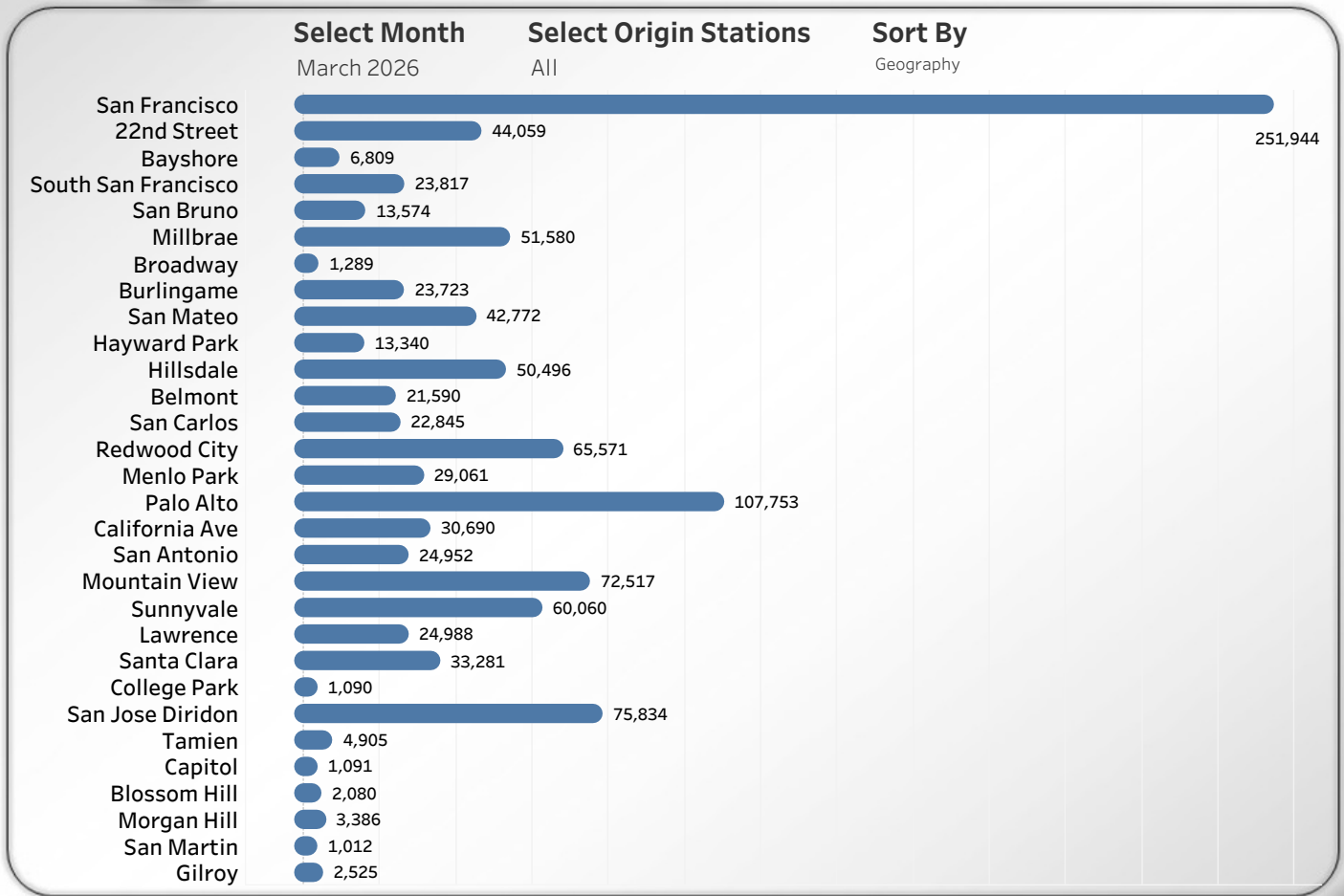
### Fare Type



\*Trip estimates are distinct from ticket sales data  
TVM = Ticket Vending Machine, OP = Open Payment



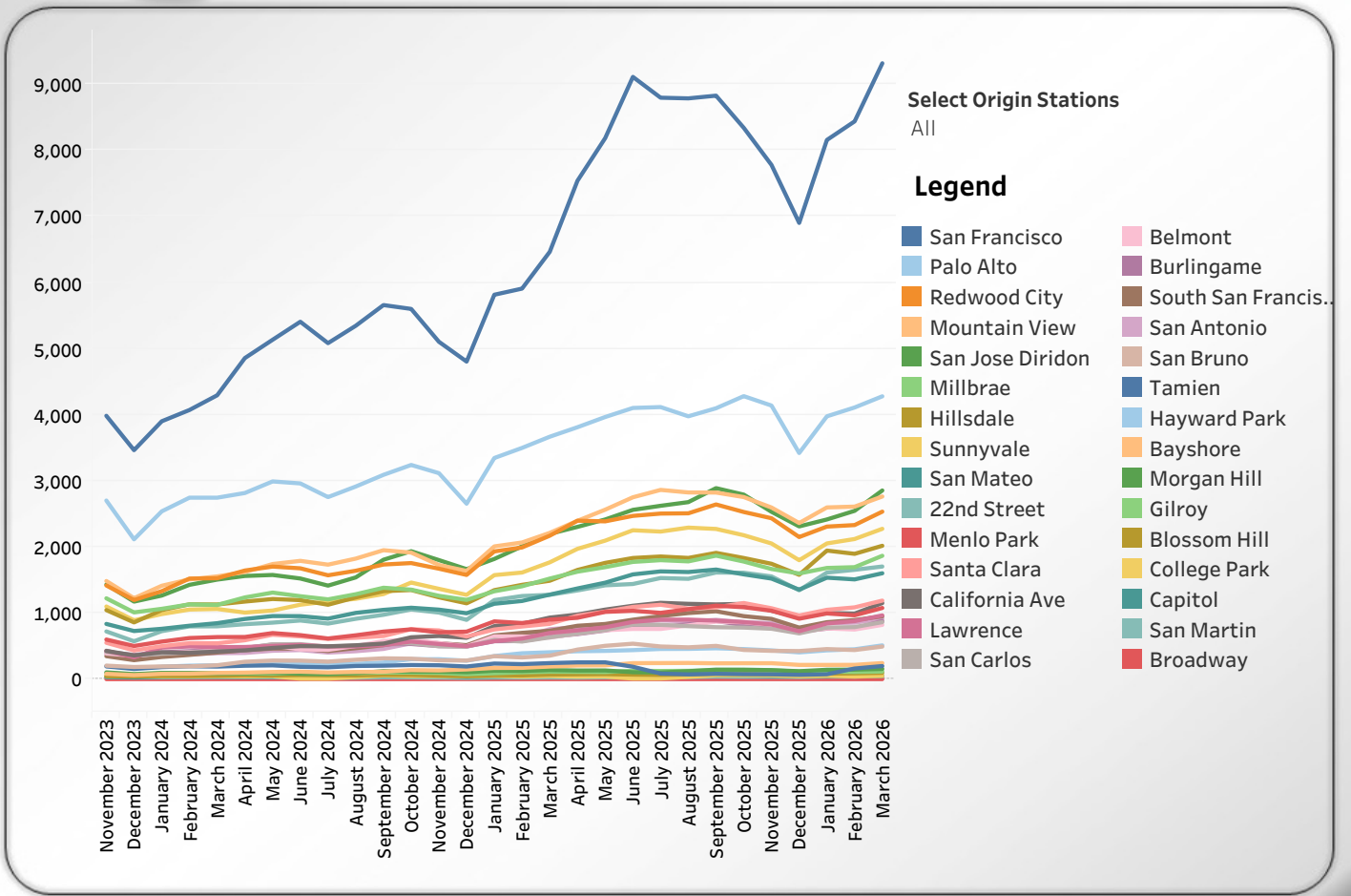
# Caltrain Total Monthly Ridership by Origin Station



*"Ridership" refers to the number of boardings at a specific station and does not include alightings.*



# Caltrain Average Weekday Ridership by Origin Station

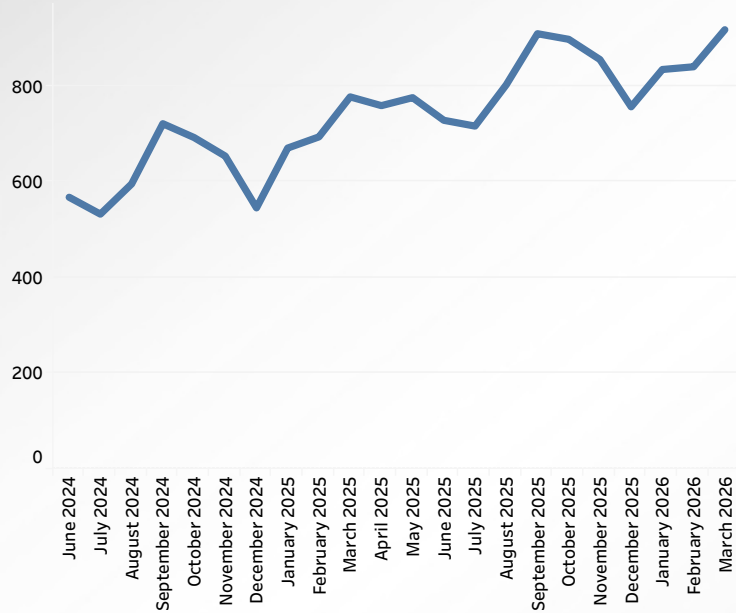


Interactive Dashboard - if viewing on PDF, visit the Caltrain ridership webpage for full capabilities:  
<https://www.caltrain.com/about-caltrain/statistics-reports/ridership/fare-media-based>



## South County Connector Ridership - Mar 2026

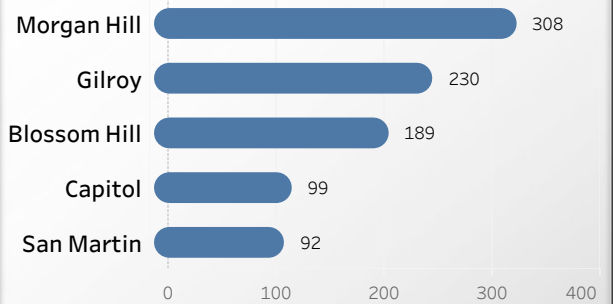
Average Weekday South County Connector Total Ridership\*



Average Weekday South County Connector Total Ridership (Boardings and Alightings), Mar 2026 : **918**

Year-to-Year Growth Rate (Mar 2025 to Mar 2026) : **18.0%**

Average Weekday South County Connector Total Ridership\*, by Station



*\*South County Connector total ridership includes both northbound morning trips and southbound afternoon trips. Total ridership is calculated by doubling the boardings at the five south county stations to account for return trips.*

Date	Committee Member	Follow up requested	Status	Notes	March 18 update
3/19/2025	Kris Linquist	Wi-Fi reliability	Complete		
4/16/2025	Adrian Brandt	Provide safety statistics from the previous quarter in future PowerPoint Safety Quarterly Update presentations	In Progress		Total injuries and our Reportable Injury Rate have both declined significantly since 2021. In 2021 peaked at 19. For 2025 it was 5 for a reduction of 74%.
4/16/2025	Adrian Brandt	Make last car a quiet car	In Progress		
2/18/2026	Adrian Brandt	Automated Passenger Counters (APCs) in use	In Progress	To obtain accurate on/off rider counts on a per-train & per-station basis	
2/18/2026	Adrian Brandt	Crews shall never close train doors early			Per rule crews are required to maintain a clock or watch to not vary more than 30 seconds from the correct time source designated in special instructions.
2/18/2026	Adrian Brandt	Can crews wear name tags (eg first name & last initial)	Not Started	To allow customers to easily and unambiguously identify crew members for praise or complaints	Per rule, crews are required to wear their Caltrain name badge with their first name visible to passengers
2/18/2026	Adrian Brandt	Improved bathroom door locks	In Progress	To end bathroom door malfunctions and unexpectedly opening	Working with subsupplier on fix.
2/18/2026	Adrian Brandt	Bathroom availability goal > 95% (19/20 train runs)	In Progress	To ensure an expected & advertised amenity is available	Under development.
2/18/2026	Adrian Brandt	Fix for chronically crashed onboard info screens	In Progress		Stadler working on a system improvement plan.
2/18/2026	Adrian Brandt	New bike & scooter policy to address oversize/weight	In Progress	To increase safety & fairness on bike cars; to prevent retractable entry step damage; to avoid increased dwells from boarding over-large vehicles	Policy implementation on hold pending input from BATAAC.
2/18/2026	Adrian Brandt	Quiet car implementation & deployment	In Progress	A long- and often-requested amenity for riders seeking a quieter & more peaceful ride.	Quiet Car implementation is in progress per update given to the CAC on 2/18. Final timeline to be determined; CAC to be kept abreast of updates as available. -JJD 3/4

2/18/2026 Adrian Brandt	Redwood City bike parking room	In Progress	To attract or retain biking riders & provide them an alternative to increasingly full or over-capacity bike cars	Updates coming soon from the Bike team
2/18/2026 Adrian Brandt	ID & fix station ped Xings blocked by dwelling trains	In Progress	Delayed Xing users; missed trains & rider/pedestrian safety issue	Locations investigated and track circuits adjusted to address issues. Location and problem areas are investigated as reported or observed. We have occasional issues with the ped crossing but are mostly related to berthing issue with the train engineers.
2/18/2026 Adrian Brandt	ID & fix "double-pump" (or "ghost") Xing activations	In Progress	Traffic delay & increased congestion; dangerously training Xing users that a train doesn't always come	Onboard Software update required to address issue. Scope and design of change have been completed. Onboard software update required to incorporate changes which is in the process of being scheduled. Deployment date is being reviewed currently.
2/18/2026 Adrian Brandt	Xing optimization fix for station-adjacent Xings	In Progress	As above ... to eliminate needless gate activations and resulting delays to crossing users; and for increased safety	Onboard Software update required to address issue. Scope and design of change have been completed. Onboard software update required to incorporate changes which is in the process of being scheduled. Deployment date is being reviewed currently.

2/18/2026	Adrian Brandt	Implement fair & equitable mileage-based fares		3 decades-old suggestion; unanimous CAC resolution	Fare Policy team has included mileage-based/point-to-point fares as a consideration in the upcoming Fare Strategy Study
2/18/2026	Adrian Brandt	Floating monthly validity period (eg from 9th to 9th)		Increased flexibility for increased rider convenience and pass purchases	Fare Policy team agrees that these fare products are customer-friendly and will investigate them in further detail during the upcoming Fare Strategy Study in the coming year.
2/18/2026	Adrian Brandt	Discreet onboard assistance summoning via SMS?		Many of the world's systems, including BART, provide riders a means to discreetly summon help	
2/18/2026	Adrian Brandt	Revisit CAC meeting start time when in new HQ	Not Started	To ensure good fit with both staff & train schedules for members	
2/18/2026	Adrian Brandt	CAC meeting minutes in board meeting package		In lieu of elimination of the public oral report to the board & public attendees	Staff have elected to provide the link to to the webpage where updated meeting minutes can be accessed so that the latest information is always available for review. --JJD 3/4
2/18/2026	Adrian Brandt	C2 readers: availability, crashes, scan speed, citations	In Progress	Crews & riders report many problems with these, hindering effective fare enforcement	See Slide 4 of Report of the ED PPT from 3/5 JPB Meeting: <a href="https://www.caltrain.com/meetings/2026/03/caltrain-board-meeting">https://www.caltrain.com/meetings/2026/03/caltrain-board-meeting</a>
2/18/2026	Adrian Brandt	Anti-incursion delineator posts at all Xing edges	In Progress	Staff reports that these have stopped dangerous & system-delaying vehicle incursions	Stacy Cocke to come to CAC to present on the Baseline Safety Enhancements Program, including solar markers, delineators, and striping
2/18/2026	Adrian Brandt	Solar-powered LED reflectors at Xing edges	In Progress		Stacy Cocke to come to CAC to present on the Baseline Safety Enhancements Program, including solar markers, delineators, and striping
2/18/2026	Adrian Brandt	Automated Xing violation camera & citation pilot		We cite fare evaders to discourage fare evasion but why not drivers illegally risking a fatal, train-damaging crash?	
2/18/2026	Adrian Brandt	Anti-trespass panels pilot at Xing edges (eg Palo Alto)	In Progress		Stacy Cocke to come to CAC to present on the Baseline Safety Enhancements Program, including solar markers, delineators, and striping, and can address anti-trespass panels at that time



**Peninsula Corridor Joint Powers  
Board Staff Report**

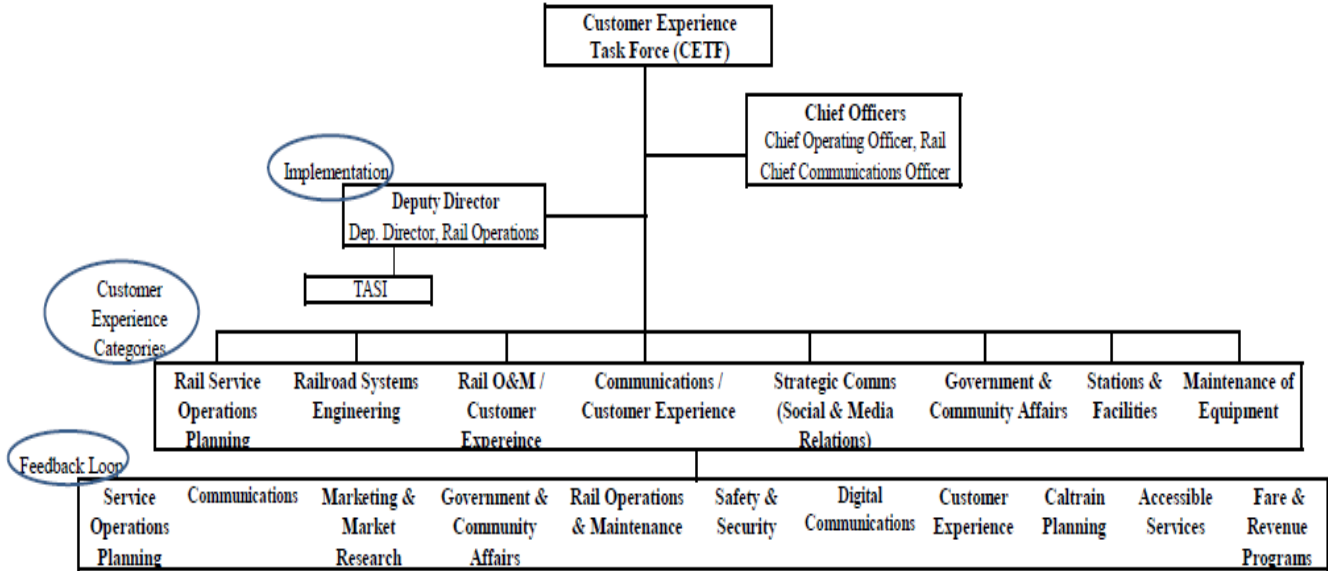
To: JPB Citizens Advisory Committee

From: Ted Burgwyn, Acting Chief Operating Officer

For: April 2026 JPB Citizens Advisory Committee Meeting

Subject: Customer Experience Task Force Update

The mission of the Customer Experience Taskforce (CETF) is to identify and develop ways to improve the customer experience on Caltrain service. This taskforce is a joint effort between agency departments composed of staff representatives from each department and the current Operations & Maintenance Contractor. The taskforce also considers feedback from several other sources including customer concerns, survey results and Citizen’s / Bicycle and Active Transportation Advisory Committees. Considerations may result in public outreach, customer education, short-term, medium-term and/or long-term goals. This item will remain as a standing update through this staff report.



**Rail Service Operations Planning**

In March, staff assisted with the development and outreach for the South County Connector Survey that was conducted between March 10 and March 23. Staff are currently reviewing the results and analysis.

The taskforce is spearheading efforts to:

- Coordinate efforts to maintain and improve transfer connections with BART at Millbrae for their August schedule change.
- Review Caltrain's current schedule for potential service adjustments in August.
- Plan for upcoming events such as Bay to Breakers in May and the FIFA World Cup in June and July.

### **Railroad Systems Engineering**

Staff have made several upgrades to Caltrain's GPS and real-time information systems to improve reliability and provide better information for riders:

- Upgraded GPS technology across the diesel fleet to improve system stability and enable faster troubleshooting and maintenance.
- Enhanced Caltrain.com live map to seamlessly use backup systems during GPS outages, ensuring train location information remains available. [Caltrain website](#)
- Improved EMU GPS system to refresh real-time train location more quickly, supporting more accurate predictions and a smoother rider experience.
- Upgraded data sharing with MTC-511, ensuring other transit apps and systems also benefit from more reliable and timely information.

Looking ahead, additional upgrades are planned over the coming year, including improved arrival information on station digital signs during single-tracking and more accurate messaging during boarding and departures.

### **Rail O&M Customer Experience - Conductor Updates**

The taskforce is spearheading efforts to:

- Continue to identify training opportunities for conductors.

### **Customer Experience**

- Caltrain Service Alerts:
  - Caltrain is improving how service disruptions are shared in text and email alerts. Riders will begin receiving more targeted updates based on the service they use. Staff are also updating Caltrain webpages to better explain what is happening during a disruption and when service is expected to return to normal. Subscriber base grew to 17k.
- Clipper Next Generation:
  - Staff continue to coordinate with MTC, Fares Team, and Customer Service to support clear messaging to riders on the transition.
- FIFA World Cup Soccer and Transit:
  - Planning is underway to finalize signage at key stations to support Fan Fest events and matches across the Bay. We are working with regional partner transit

agencies to create a consistent, easy-to-follow experience for riders as they move between systems.

- R.I.D.E. (Riders Influencing Decisions and Experiences) Survey Panel:
  - Staff are preparing a brief survey to receive feedback on platform bike stencils and other cyclist experiences. Goal is to use insights to drive targeted improvements that benefit cyclists, scooter users, and overall system usability. Click [here](#) to join R.I.D.E. to be able to participate in the survey.

### **Caltrain Strategic Communications (Social and Media Relations)**

- The month of March consisted of multiple events that were supported by the strategic communications team, whether it be in person, via media relations or social.
  - Transit Employee Appreciation Day (TEAD) was the first effort across all teams, which included both onsite and social aspects held at various office locations.
  - March was also Women's History month and Caltrain focused on a continuing a social media series, "The More You Know", sharing weekly facts of women who have been a large part of public transportation. There was also an internal event that was led by the team at Caltrain headquarters at the end of the month.
  - March also kicked off with the Giants return, with fan fest and opening week.
  - Lastly, to wrap up the month, there was a naming ceremony on March 22nd to honor Speaker Pelosi, by naming an electric train in her honor.
- Strategic Communications Department:
  - Social continued supporting marketing with messaging for Women's History Month, TEAD, Giants, and additional Marketing partnerships.
- Messaging Highlights:
  - Women's History Month
  - Women's History Month - The More You Know series
  - Transit Employee Appreciation Day
  - Naming Ceremony for Speaker Pelosi
  - Sharks Social Media Partnership - Ticket giveaway, ticket bundle
  - SF Giants Fan Fest
  - SF Giants Opening Week
  - New Giants webpage for riders
  - LPGA Ticket Giveaway - Marketing x Social Trade partnership
  - Bay FC Season began
  - BART Mart - Tabling at Millbrae
  - Bicycle and Active Transportation Advisory Committee (BATAC)
  - 988 / NAMI messaging
  - Now Hiring
  - Marketing - Go Explore
  - South County Survey

### **Government and Community Affairs - Community Outreach Efforts**

- Bike Security Outreach Effort

- The bike security outreach effort continues to bring the following departments together, Operations, Planning, Outreach, Marketing, social media, Customer Service and Transit Police, to collect and examine data; develop and implement a process to adequately examine and consider the bike community's concerns and explore potential solutions to improve bike security at stations and onboard. Onboard outreach efforts continue regarding secure bike parking options now available at Caltrain stations, including the bike valet service at San Francisco station, the bike room at Palo Alto, and over 500 e-locker spaces available throughout the corridor.
- On Demand Electronic Bike Lockers
  - E-lockers are ready for use at San Francisco (4th & King) station. There are two levels of lockers, and only the first level will be available initially, as there is a delay with the lift-assist mechanisms for the upper level. Additional e-lockers are currently being installed at Palo Alto station.
  - Stations that have received e-locker installations in the last year include San Francisco, Bayshore, San Bruno, Millbrae, Burlingame, San Mateo, Hayward Park, Hillsdale, Belmont, San Carlos, Redwood City, Menlo Park, Palo Alto, California Avenue, San Antonio, Mountain View, Sunnyvale, Lawrence, San Jose Diridon, and Tamien. In total, over 500 secure bike parking spaces were added in the last year.
  - Included with all 2025 installations are spaces that accommodate large bikes or two bikes, if people are traveling together.
  - Standard e-locker spaces are 5 cents/hour and XL spaces are 8 cents/hour. We continue to offer 100 free standard hours to people who use the BikeLink app to access a Caltrain e-locker for the first time.
  - More about the e-lockers is available at [www.bikelink.org](http://www.bikelink.org).
- Bike Parking Rooms
  - Bike racks have been installed in the Menlo Park and Redwood City stations. Next up is the installation of access kiosks and security cameras at these stations.
- Bikes on Board Policy
  - A discussion about Bikes on Board rules was conducted at the March 19 Bicycle and Active Transportation Advisory Committee. Caltrain paused enforcement of some rules related to larger bikes while input from the community was received. A pilot of some updated rules is in the works, with more information coming soon.
- Mini-High Platform Project
  - The Mini-High Platform Project will install new accessible ramps (mini-high platforms) at 13 stations to provide reliable, accessible service for passengers using wheelchairs, mobility devices, or those unable to use train stairs. Initially, the project covered eight stations, as outlined in the base contract. Later, staff obtained permits to add mini-high platforms at five additional stations in the Gilroy Service Area. Since these five stations were not part of the original contract, the earlier project report only mentioned the first eight stations.

- The 13 stations included in the project are Bayshore, Burlingame, Hayward Park, Belmont, California Avenue, San Antonio, Lawrence, Tamien, Capitol, Blossom Hill, Morgan Hill, San Martin, Gilroy, and Hillsdale (Wheel Stops). Passengers needing mobility assistance use manual wayside lifts at stations where mini-highs are not installed. Wayside lifts require frequent maintenance and can disrupt train schedules.
- All mini-high platforms on the Peninsula Mainline have been installed and are in service, with construction completion work expected to be completed in mid-2026. The feasibility of installation at the stations south of Tamien is still being evaluated.

### **Stations and Facilities**

The taskforce is leading initiatives to enhance the station experience, focusing on the following key areas:

- Inspection, Maintenance and Repair
  - Conducted corridor-wide inspections of stations, accessibility equipment, and drainage systems to support safe and reliable operations.
  - Completed lighting inspections and repairs, including improvements in the San Jose Diridon tunnel.
  - Performed storm drain cleaning and maintenance at multiple stations to prepare for weather conditions and prevent flooding.
  - Completed accessibility (mini-high platform) inspections between San Francisco and San Jose Diridon.
  - Addressed station and facility repairs, including fencing, lighting, plumbing, and general upkeep at several locations.
  - Removed safety hazards such as fallen tree branches and guardrail concerns and completed track cleaning at San Francisco.
  - Installed and updated station equipment and signage, including bike racks, parking signage, and customer information displays.
  - Completed station painting and marking improvements to enhance visibility and wayfinding.
  - Began State of Good Repair (SOGR) work at Hayward Park station.
- Vandalism and Graffiti Abatement
  - Performed corridor-wide graffiti abatement.
  - Repaired stolen grounding at Tamien Station and vandalized station partition at San Francisco station.

### **Maintenance of Equipment - EMU Fleet Performance Overview**

- System Reliability and Technology
  - Some trains have experienced intermittent communication issues between onboard systems, which may require brief resets to restore normal operation.
  - Preventative system restarts are being implemented to maintain reliable passenger information displays.

- Restroom Availability
  - Crews are addressing recurring restroom system issues, including occasional flushing malfunctions, to improve reliability and availability for customers.
- Power and Electrical Performance
  - As part of the transition to full electric service, teams are monitoring and adjusting power systems to ensure consistent performance during operations.
  - Occasional electrical resets may occur as systems balance onboard power demands.
- Comfort and Environmental Systems
  - HVAC systems are generally performing well, with ongoing monitoring and adjustments to maintain comfortable temperatures in both passenger and operator areas.
- Ongoing Maintenance and Improvements
  - Enhanced maintenance practices are being implemented to better track component performance and ensure long-term reliability of the fleet.

## **JPB CAC Work Plan**

### January 21, 2026

- Corridor Crossing Strategy Program Update
- Revisit Meeting Start Time

### February 18, 2026

- Safety Quarterly Update
- Quiet Car

### March 18, 2026

- Measure RR Public Hearing

### April 15, 2026

- Climate Vulnerability Study findings
- Bikes on Board Update

### May 20, 2026

- Safety Quarterly Update
- FY2027 Preliminary Operating & Capital Budgets
- CAC Charter Proposed Amendments
- 2025 Triennial Customer Survey Update
- Approve Initiation of Corridor Crossings Strategy Programs and Adopt CCS Elements

### June 17, 2026

- Level Boarding Roadmap
- The Portal Update
- Baseline Safety Enhancements Program

### July 15, 2026

- Ridership Growth Strategy
- Feedback Forms

### August 19, 2026

- Safety Quarterly Update
- Authorize Remote Attendance

September 16, 2026

- BEMU Update
- 

October 21, 2026

- 
- 

November 18, 2026

- Safety Quarterly Update
- Bikes on Board Pilot Program Update

December 16, 2026

- 
- 

**Requested items for future meetings:**

- Service expansion
  - Service and ridership south of San Jose, including blended corridor
  - Downtown Extension
- Electrified Service Risk Management Strategy
- Distance Based Fares
- TJPA Downtown Extension
- Onboard Security, requested by member Rosalind Kutler